



WILLIAM T FUJIOKA
Chief Executive Officer

County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

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BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

September 18, 2012

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Sachi A. Hamai
SACHI A. HAMAI
EXECUTIVE OFFICER

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**COUNTYWIDE CLASSIFICATION ACTIONS
DEPARTMENT OF HEALTH SERVICES CERTIFIED MEDICAL ASSISTANT STUDY
(ALL SUPERVISORIAL DISTRICTS)
(3 VOTES)**

SUBJECT

This letter and accompanying ordinance will update the tables of classes of positions and departmental staffing provisions for the Department of Health Services (DHS) by implementing the initial phase of the reclassification of existing budgeted positions to the new County class of Certified Medical Assistant (CMA).

IT IS RECOMMENDED THAT YOUR BOARD:

Approve the accompanying ordinance, amending Title 6, Salaries, of the County Code to reclassify 81 positions in DHS in order to implement the reclassification of existing budgeted positions to the new County class of CMA, as part of the implementation of the Patient-Centered Medical Home (PCMH) model, approved in concept by your Board in 2011.

"To Enrich Lives Through Effective And Caring Service"

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PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Your Board of Supervisors (Board) has requested submission of classification letters on a periodic basis throughout the year to facilitate consideration of classification and compensation recommendations in a timely manner. Approval of these recommendations will provide the ordinance authority for County departments to implement the classification and compensation recommendations in this letter.

These recommendations will ensure the proper classification and compensation of positions based upon the duties and responsibilities assigned to these jobs (Attachment A). This is a primary goal of the County's classification and compensation system. Positions reclassified upward are consistent with the class concepts of the proposed classifications.

We are recommending these actions based upon generally accepted principles of classification and compensation. Furthermore, these actions are important in addressing departmental operational needs and in maintaining consistency in personnel practices throughout the County. The proper classification and compensation of positions facilitates good business operations and can reduce the number of costly personnel-related problems.

Health Services Department-Wide Certified Medical Assistant Classification Study

With this letter and ordinance we are continuing the restructuring of clinic (medical home) staffing, by reallocating existing budgeted positions, mostly clinic nursing attendant classes, to the relatively new County class of Certified Medical Assistant.

This is a key step in the larger process of restructuring our clinic-based services to implement a new PCMH model, and to comply with regulatory mandates established by the California 1115 Medicaid Waiver and national health reform. The primary goal of the Department's PCMH model is to improve ambulatory care services, and this goal will be accomplished through the establishment of medical homes with the medical team approach comprised of primary care providers, nurses, certified medical assistants, and registration/clerical personnel. This request is in line with the Department's goal to reorganize its operations.

The Department is applying a phased-in approach to the establishment of CMA positions in the medical home setting. Phase I comprised a total of 42 new positions which were allocated in the FY 2011-12 Budget. Phase II comprises 81 positions being reclassified in this letter. The newly reclassified CMA positions will report to a physician within the PCMH model and perform front and back office clinic duties and a full range of technical support services, such as performing venipuncture or skin puncture, or administering limited intradermal, subcutaneous, or intramuscular medications.

The new CMA positions will provide a career growth opportunity for nursing attendants in the clinics who choose to pursue certification. Other attendants will be reassigned to hospital-based settings.

Implementation of Strategic Plan Goals

Your Board's approval of the accompanying ordinance will further the County Strategic Plan Goal 1 - Operational Effectiveness. Specifically, it will address the Service Excellence and Organizational Effectiveness Strategy to improve the quality of the workforce, to achieve departmental operational efficiencies, and to maintain consistency in personnel practices throughout the County. These recommendations are in line with the Human Resources Transformation Strategic Initiative project.

FISCAL IMPACT/FINANCING

The projected budgeted annual costs for the 81 positions that will be reclassified are estimated to total \$983,682 (all funds). There is no estimated Net County cost. Cost increases associated with the upward reclassification actions will be absorbed within the Board's adopted budget for the Department. The differential in Salary and Employee Benefits will be funded by a reduction in services and supplies. No additional funding is required.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The County Charter authorizes the establishment and maintenance of "a classification plan and the classification of all positions." This responsibility is further delineated in Civil Service Rule 5.

Appropriate consultations have been made with the impacted employee organizations regarding the recommended classification actions. The accompanying ordinance implementing amendments to Title 6, Salaries, of the County Code has been approved as to form by County Counsel.

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IMPACT ON CURRENT SERVICES (OR PROJECTS)

Your approval of these classification recommendations will enhance the operational effectiveness of the departments through proper classification and compensation of positions and employees.

Respectfully submitted,



WILLIAM T FUJIOKA
Chief Executive Officer

WTF:EFS:SJM
AE:KP:ra

Attachment

c: Director of Personnel
Executive Officer, Board of Supervisors
County Counsel
Auditor-Controller
Health Services

ATTACHMENT A**CERTIFIED MEDICAL ASSISTANT (CMA) STUDY****RECOMMENDED RECLASSIFICATIONS****DHS – LAC+USC HEALTHCARE NETWORK**

No of Pos.	Present Classification and Salary	No of Pos.	Classification Findings and Salary
12	Clinic Nursing Attendant I Item No. 5087A N2M 53H Represented	25	Certified Medical Assistant Item No. 5092A NM 68C Represented
2	Clinic Nursing Attendant I Item No. 5087N N2M 53H Represented		
8	Clinic Nursing Attendant II Item No. 5088A NM 57K Represented		
2	Clinic Nursing Attendant II Item No. 5088N NM 57K Represented		
1	Nursing Attendant I Item No. 5098A N2M 53H Represented		
Total 25			

DHS – METROCARE NETWORK

No of Pos.	Present Classification and Salary	No of Pos.	Classification Findings
12	Clinic Nursing Attendant I Item No. 5087A N2M 53H Represented	21	Certified Medical Assistant Item No. 5092A NM 68C Represented
8	Clinic Nursing Attendant II Item No. 5088A NM 57K Represented		
1	Nursing Attendant II Item No. 5100A NM 57K Represented		
Total 21			

DHS –VALLEYCARE NETWORK

No of Pos.	Present Classification and Salary	No of Pos.	Classification Findings
17	Clinic Nursing Attendant I Item No. 5087A N2M 53H Represented	35	Certified Medical Assistant Item No. 5092A NM 68C Represented
1	Clinic Nursing Attendant I Item No. 5087N N2M 53H Represented		
9	Clinic Nursing Attendant II Item No. 5088A NM 57K Represented		
1	Home Nursing Attendant Item No. 5089A NM 59D Non-Represented		
7	Nursing Attendant I Item No. 5098A N2M 53H Represented		
Total 35			